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Water Department Billing Moved to City Hall

Changes Mean One Stop Shopping And Accountability for Residents

For Immediate Release
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(March 8, 2005- TROY)- The City of Troy has officially moved all of its water department billing operations into City Hall as of Tuesday. The change was made in fulfillment of Mayor Harry J Tutunjian's promise to consolidate government in an effort to streamline services and provide accountability.

Water department billing was previously located at the northern end of the City, which did not provide convenient accessibility for residents looking to pay water bills.

"On the surface, this appears to be a minor change," Tutunjian said. "However, not only does this change allow for better service to our residents and business owners, it also provides an increased level of accountability."

Because of the move, the billing for the water department has new phone numbers that residents and business owners can call if they have a question, comment, or complaint. Those numbers are 270-4531, 270-4571, and 270-4537.

Planning for the change took several weeks, and Tutunjian thanked all of the City employees for their work in making the move a possibility. He also asked for the patience of residents while the kinks are worked out.

"The logistics of moving an entire department from one building to another is not simple," Tutunjian said. "I want to thank the Bureau of Information Services, the Department of Public Works and the Department of Public Utilities for making this happen."

"We are also asking for the support of residents during the first few weeks of this transition," he added. "There will undoubtedly be several minor areas that need to be worked out, but for the most part, we expect a smooth transition. The people of Troy can be assured they will continue to receive wonderful service from these dedicated workers."

The billing department for the water department will now be under the direct supervision of Comptroller Deborah Witkowski. The hours for the water department billing will be weekdays from 8:30 a.m. to 4:30 p.m. on the first floor of City Hall.